

**Classification:**

EL11-021d

**Reference:**

ITB11-042d

**Date:**

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## HOMELINK® - IMPROPER OPERATION OR NO OPERATION

This bulletin has been amended. The Applied Vehicles and Actions sections have been revised.  
Please discard all previous versions of this bulletin.

**APPLIED VEHICLES:** 2011 - 2016 Infiniti vehicles equipped with HomeLink®

### IF YOU CONFIRM

The customer states HomeLink® will not operate or has improper operation.

### ACTIONS

1. **To significantly reduce unnecessary repairs**, make sure:

a. The vehicle is not in "Transit Mode" (if equipped).

**Not in Transit Mode:** With the turn signal switch is in the OFF (center) position, turn the ignition from OFF to ON. If the turn signal indicators stay OFF (do not illuminate), the vehicle is not in Transit Mode.

b. The "Extended Storage Switch" (if equipped) is in the "Customer Delivery" position (pushed in).

- The Extended Storage Switch is located on the fuse block that is located in the interior of the vehicle.

2. Confirm the customer is familiar with the HomeLink® programming procedure located in the vehicle's owner's manual.

3. Test HomeLink® operation with special tool HomeLink® Transmitter Tester J-41540.

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Infiniti bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti dealer to determine if this applies to your vehicle.

4. If HomeLink® tests OK, confirm compatibility of the vehicle's Homelink® with the customer's equipment by contacting HomeLink® support at 1-800-355-3515.
  - Make sure to have all necessary information i.e., model and model year of vehicle and customer operated devices.
    - **It is recommended to have the customer contact HomeLink® support direct at 1-800-355-3515 from their home.**
  - For example, a 2011 vehicle is equipped with HomeLink® 3 and is not compatible with a customer's garage door opener with MyQ™ remote technology.
    - HomeLink® 3 can be made compatible with MyQ™ with a "Repeater". For further information and to obtain a "Repeater", contact HomeLink®.
  
5. If HomeLink® tests NG, perform repairs as outlined in the appropriate Electronic Service Manual (ESM).

